

# Frequently asked questions

## 1. 404 error when typing in the web address

If you have checked the address and you are still receiving this error, you can access the questionnaire directly from the ACT Law Courts website ([www.courts.act.gov.au](http://www.courts.act.gov.au)):

ACT Courts > COMING TO COURT > Jurors > Jury Questionnaire (located in the Quick Links field)

## 2. You can see the login page, but it appears frozen or the “Login button” won’t work

If this occurs, simply refresh the page and it should activate (🔄). Some browsers may take 30 seconds or more to load, and other browsers may take several refreshes. If you have the option to use different web browsers, Google Chrome is the preferred option.

*Older versions of “Safari” and “Explorer” may not be compatible with the questionnaire and an update may be required.*

## 3. The Odyssey Jury login page won’t accept your date of birth

The questionnaire uses an automatic location format for the date of birth. Some software protection programs will cause the date to default to the US format which is month/day/ year, instead of the Australian format which is day/month/year. If you see the US format on the login page: **Date of Birth (mm/dd/yyyy)**, simply fill the fields in with the month first and the day second.

## 4. You are retired or a full-time student, but you can’t find these options in the questionnaire

To simplify the form, the employment field are limited to “employed” and “unemployed”. If you have retired, are a full-time student, or are simply having a break from working, select “unemployed”. This is simply an administration field and will not affect your jury payment in any way.

## 5. You can’t attend during the summons period, and you’d like to defer to a different month

There is a specific page for requesting to be deferred (change your attendance to a different month). Please use the deferral page to make this request and do not use the Exemption/Excusals page: the Exemption and Excusals page is used for people who are eligible for an exemption under legislation or seeking to be excused due to personal circumstances.

## 6. You can’t attend for jury service due to personal circumstances such as: medical or health related conditions; child or support care commitments; small business owner (etc.)

Requests to be excused are made on the “Exemption/Excusals” page, by selecting:

“ ☒ None apply to me; I am seeking to be excused for other reasons”

Your application will be reviewed by the Sheriff’s Office, so please include as much detail as possible in relation to the reason for seeking to be excused. You can also upload supporting documents.

## 7. Exemptions and Excusals:

Current military personnel, sworn police officers, emergency services personnel (not including casual or voluntary basis), nurses, teachers, people over 70 years of age, or people who are unable to read or speak the English Language are the most common reasons for people to be either automatically or eligible to apply to be exempt from Jury service. There are additional fields of employment or personal circumstances that may result in automatic or requested exemptions. If you think you may be eligible, the full list can be found at the “[Link](#)” on the Exemptions/Excusals page. *The questionnaire page itself only has abbreviations of the relevant reasons for exemptions: the full detailed list is found at the “[Link](#)”.*

## 8. There is a mistake on the summary page

If you see any mistakes, simply return to the relevant page to correct it. This can be done via the “Go to” tab at the bottom of the page.

## Questionnaire pages and the information required

### 1.Login page

Enter your Jury Service number and your date of birth in the relevant fields. Your Jury Service number can be found on your summons, located under the barcode and will look something similar to: 3124-THV1R. You must include the hyphen (dash) between the two sets of numbers/letters.

### 2.Personal information

This page will list the personal details we have on record and your summons information. If any of your personal information is incorrect, it can be changed in the questionnaire.

### 3.Welcome to the Online Jury Response Questionnaire

This is an information page only. Simply click "Next" to begin the questionnaire.

### 4.Personal information: Name and Address

Please ensure your personal information is correct. We need correct information for your name, address, mobile phone number and date of birth. You may then complete any other empty cells.

You can also use this page to request reasonable support if you struggle with the English Language or have a mental or physical disability and still wish to perform jury duty.

### 5.Personal Information: Contact Information

We request that you provide your mobile phone number and an email address in the required fields. We also request that you select "Cell/Mobile Phone" as your preferred contact method and select "Yes" in the field that asks if we can send you text messages.

If you do not select "Cell/Mobile Phone" or enable text messaging we cannot send you text messages with updated jury information. If you do not have a mobile telephone, we can make contact via email, however there may be a delay with sending information to you.

### 6.Exemptions/Excusals

This page is used to seek an exemption or excusal (not to defer your jury service) from performing jury service. There is an active "[Link](#)" on the page that will direct you to the full list of persons eligible for automatic or requested exemption. This page is also used to request to be excused for personal reasons.

### 7.Personal Information: Employment Information

Enter your employment and bank details so that you are paid correctly for your attendance at court. These details are encrypted on our system and can only be accessed by authorised personnel.

### 8.Deferral

On this page you will record if you are either available for jury service or wish to request to move to a different month. Reasons for deferrals may include as pre-booked holidays, medical reasons, tertiary studies, or a significant impact on employment or employees. A deferral application is reviewed by the ACT Sheriff and further proof such as a letter from an employer, or holiday booking receipts will be required. Work related deferrals are only approved under extenuating circumstances.

### 9.Summary page

Check all of the details and return to the relevant page if you see any errors. You will type your name in the field at the bottom of this page as a declaration that the information you have provided is true and correct.

### 10.You are almost there!

This is the final page. Click the "Proceed" button to submit the questionnaire. You can always return to the form if something changes prior to the commencement of your jury service.

Although your summons period commences on a specific date, you may not be required to attend on the first day of the summons period. We will typically send you a text message identifying when you are required. The information will also be updated on the court website and the jury information line.